

Protecting Firefighters

Telecommunicators play a vital role in protecting firefighters during an active fire emergency. By providing information to emergency responders about on-scene conditions prior to their arrival, and facilitating communication as the emergency unfolds, the telecommunicator is in a unique position to help protect the lives of both firefighters and civilians.

In this course, you learn about the Incident Command Structure and how it shapes emergency response protocols. You will explore different types of safety gear and devices used by firefighters at the scene and how they impact communication. We explain the Mayday signal so you can understand how and when it is used, and how it differs from other types of emergency communication. The goal is to prepare you to respond quickly and confidently to a firefighter or team in distress.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Describe the Incident Command Structure.
2. Explain the safety equipment and tactics used by firefighters.
3. Explain the role of the Mayday signal and your responsibilities if a Mayday is called.
4. Describe the role of the telecommunicator in ensuring the safety of firefighters.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)